REMARKS

Claims 1-7, 9-11, 13-25, and 27-31 are pending in the present application. By this amendment, claims 1, 7, 11, 17, 23, 27, and 30-31 are amended. Applicants respectfully request reconsideration of the present claims in view of the foregoing amendments and the following remarks.

I. Claim Rejections Under 35 U.S.C. 102(a) and (e)

Claims 1-2, 5-7, 10-11, 13-25, and 27-31 are rejected under 35 U.S.C. 102(a) and (e) as being anticipated by United States Patent No. 5,920,846 to Storch et al. (hereinafter "Storch"). This rejection is respectfully traversed.

A. Claims 1-2, 5-7, 10, and 21-23 are allowable.

As amended, claim 1 recites that a method for eliminating an unnecessary dispatch of a service technician comprises determining whether the service order requires a dispatch of a service technician; if the service order requires a dispatch of a service technician, then generating a dispatch order for the dispatch and placing the dispatch order in a queue for execution; after generating a dispatch order for the dispatch and placing the dispatch order in a queue for execution, then determining whether the service order meets a set of predefined criteria that indicates the service order is likely to cause an unnecessary dispatch; if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; if the dispatch is unnecessary, then determining whether the dispatch of the service technician associated with the dispatch order in the queue is scheduled to occur within a predetermined time period; and if the dispatch is scheduled to occur within the predetermined time period, then placing the dispatch order in the queue on hold.

Storch does not to teach, suggest, or describe a method for eliminating an unnecessary dispatch of a service technician as recited in claim 1. On the contrary, Storch describes an integrated method for processing a service request for installation, maintenance, or repair by generating a service order; assigning an available due date and appointment time for installation of the service; and sending a Tier 1 distribution of a

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service order to a Work Force Administration/Dispatch Out (WFA/DO) system, which assigns a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required based upon the class of service. After needed facility assignments are assigned, the service order is again sent to the WFA/DO system during a Tier 2 distribution, and the WFA/DO system examines the service order and determines a final time estimate for work to be performed by a technician to activate the requested service. Storch describes that a final time estimate greater than zero indicates that dispatch of an outside technician is needed to complete the service request. A final time estimate that equals zero indicates that no field work is needed to be performed by the outside technician. After a final time estimate is assigned, Storch describes that the WFA/DO system is triggered to send the final time estimate to a Due Date Availability System (DUDAS). When the DUDAS receives information indicating the final time estimate for the service order, the DUDAS sends notification to a Service Order Retrieval and Distribution (SORD) system indicating availability of appointments, and the SORD system passes the information to a computer order entry system where an order taker person is able to schedule appointments for open dates and times. If a change in the due date and time occurs, Storch describes replacing the previous information with the new information.

This is not analogous to the method recited by claim 1 because Storch fails to teach, suggest, or describe determining whether the dispatch of an outside technician associated with an assigned due date and appointment time is scheduled to occur within a predetermined time period, and if the dispatch of the outside technician is scheduled to occur within the predetermined time period, then placing the dispatch on hold. Instead, Storch describes if, after a final time estimate is assigned during Tier 2 distribution, a deviation or change occurs in the due date and time, then replacing all of the previous information with the new information, without suggesting determining whether the dispatch of the outside technician associated with the changed due date and time is scheduled to occur within a predetermined time period, and if so, then placing the dispatch on hold.

Moreover, Storch fails to teach, suggest, or describe that if the final time estimate determined during Tier 2 distribution is equal to zero, indicating no field work is needed

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to be performed by the outside technician, then determining whether the dispatch of the outside technician associated with the assigned due date and appointment time is scheduled to occur within a predetermined time period, and if so, then placing the dispatch on hold. Instead, Storch describes if, after a final time estimate is assigned during Tier 2 distribution, a deviation or change occurs in the due date and time, then replacing all of the changed information with the new information, without suggesting determining whether the dispatch of the outside technician associated with the changed due date and time is scheduled to occur within a predetermined time period, and if so, then placing the dispatch on hold.

For at least the reasons given above, claim 1 is allowable over Storch. Since claims 2, 5-7, 10, and 21-23 depend from claim 1 and recite additional features, Applicants respectfully submit that Storch does not anticipate or make obvious Applicants' claimed invention as embodied in claims 2, 5-7, 10, and 21-23 for at least these reasons. Accordingly, withdrawal of this rejection is respectfully requested.

B. Claims 11, 13-16, 24-25, and 27 are allowable.

As amended, claim 11 recites that a system for eliminating unnecessary dispatches comprises a work management center operative to if the service order requires a dispatch, generate a dispatch order corresponding to the service order for the dispatch and place the dispatch order in a queue for execution; and a trap service order system operative to after the work management center places the dispatch order in a queue for execution, determine whether the service order requires a dispatch of a service technician; if the service order requires a dispatch, determine whether the service order meets a set of predefined criteria that indicates the service order is likely to cause an unnecessary dispatch; if the service order meets the set of predefined criteria, then further examine the service order to determine whether the dispatch is unnecessary; if the dispatch is unnecessary, then determine whether the dispatch of a service technician associated with the dispatch order in the queue is scheduled to occur within a predetermined time period; and if the dispatch is scheduled to occur within the predetermined time period, then communicate with the work management center to place the dispatch order on hold.

Storch does not teach, suggest, or describe a system for eliminating unnecessary dispatches as recited by claim 11. In contrast, Storch describes a system for processing a service order including a WFA/DO system, a DUDAS, a SORD system, and a computer order entry system. Storch describes that the computer order entry system generates a service order and assigns an available due date and appointment time for installation of the service. During a Tier 1 distribution of the service order, Storch describes that the WFA/DO system assigns the service order a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required, and during a Tier 2 distribution, the WFA/DO system is again sent the service order to determine a final time estimate for work to be performed by a technician to activate the requested service. After a final time estimate is assigned, Storch describes that the WFA/DO system is triggered to send the final time estimate to the DUDAS, which then sends notification to the SORD system indicating availability of appointments. Storch describes that the SORD system passes the information to a computer order entry system where an order taker person is able to schedule an appointment. The DUDAS determines if the previous due date and time has changed, and if so, the DUDAS replaces all of the previous information with the new information.

This is not analogous to the system recited by claim 11 because Storch fails to teach, suggest, or describe that the DUDAS determines whether the dispatch of an outside technician associated with an assigned due date and appointment time is scheduled to occur within a predetermined time period; and if the dispatch of the outside technician is scheduled to occur within the predetermined time period, then the DUDAS places the dispatch on hold. Instead, Storch describes if, after a final time estimate is assigned during Tier 2 distribution, a deviation or change occurs in the due date and time, then the DUDAS replaces all of the previous information with the new information, without suggesting that the DUDAS determines whether the dispatch of the outside technician associated with the changed due date and time is scheduled to occur within a predetermined time period, and if so, then the DUDAS places the dispatch on hold.

Moreover, Storch fails to teach, suggest, or describe that if the final time estimate determined during Tier 2 distribution is equal to zero, indicating no field work is needed to be performed by the outside technician, then the DUDAS determines whether the

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dispatch of the outside technician associated with the assigned due date and appointment time is scheduled to occur within a predetermined time period, and if so, then the DUDAS places the dispatch on hold. Instead, Storch describes if, after a final time estimate is assigned during Tier 2 distribution, a deviation or change occurs in the due date and time, then the DUDAS replaces all of the changed information with the new information, without suggesting that the DUDAS determines whether the dispatch of the outside technician associated with the changed due date and time is scheduled to occur within a predetermined time period, and if so, then the DUDAS places the dispatch on hold.

For at least the reasons given above, claim 11 is allowable over Storch. Since claims 13-16, 24-25, and 27 depend from claim 11 and recite additional features, Applicants respectfully submit that Storch does not anticipate or make obvious Applicants' claimed invention as embodied in claims 13-16, 24-25, and 27 for at least these reasons. Accordingly, withdrawal of this rejection is respectfully requested.

C. Claim 17-20 and 28-29 are allowable.

As amended, claim 17 recites that a method for eliminating an unnecessary dispatch of a service technician comprises receiving a service order including facilities assignments for the service order; after receiving the service order including facilities assignments for the service order, determining whether the service order requires a dispatch of a service technician; if the service order requires a dispatch of a service technician, then determining whether the service order meets a set of predefined criteria that indicates a likelihood of an unnecessary dispatch by examining selected sections of the service order; if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; and if the dispatch is unnecessary, then eliminating the dispatch by correcting the service order.

Storch does not teach, suggest, or describe a method for eliminating an unnecessary dispatch of a service technician as recited by claim 17. On the contrary, Storch describes an integrated method for processing a service request for installation, maintenance, or repair by generating a service order; assigning an available due date and appointment time for installation of the service; and sending a Tier 1 distribution of a

service order to the WFA/DO system, which assigns a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required based upon the class of service. Storch describes that Tier 1 distribution is the initial general transmission of information relating to the service order to all computer systems *before* any facility assignments are performed. After needed facility assignments are assigned, the service order is again sent to the WFA/DO system during a Tier 2 distribution at which time the WFA/DO system examines the service order and determines a final time estimate for work to be performed by a technician to activate the requested service. Storch describes that a final time estimate greater than zero indicates that dispatch of an outside technician is needed to complete the service request, and a final time estimate that equals zero indicates that dispatch of an outside technician is unnecessary.

This is not analogous to the method recited by claim 17 because Storch fails to teach, suggest, or describe that the service order includes facility assignments before the available due date and appointment time for installation of the service are assigned or before the preliminary factor price for the service order is determined by the WFA/DO system during a Tier 1 distribution. Instead, Storch describes that facility assignments are made after the available due date and appointment time are assigned and after the preliminary factor price is assigned and before the WFA/DO system determines the final time estimate, which indicates if a dispatch of an outside technician is necessary.

For at least the reasons given above, claim 17 is allowable over Storch. Since claims 18-20 and 28-29 depend from claim 11 and recite additional features, Applicants respectfully submit that Storch does not anticipate or make obvious Applicants' claimed invention as embodied in claims 18-20 and 28-29 for at least these reasons. Accordingly, withdrawal of this rejection is respectfully requested.

D. Claim 30 is allowable.

As amended, claim 30 recites that a method for eliminating an unnecessary dispatch of a service technician comprises receiving a service order at a work management center; determining, at the work management center, whether the service order requires a dispatch of a service technician; if the service order requires a dispatch of a service technician, then generating a dispatch order corresponding to the service order

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for the dispatch of the service technician and placing the dispatch in a queue for execution; after the dispatch order is placed in the queue, determining, at the trap service order system, whether the service order requires a dispatch of a service technician; if the service order requires a dispatch of a service technician, then determining, at the trap service order system, whether the service order meets a set of predefined criteria that indicates a likelihood of an unnecessary dispatch by examining selected sections of the service order; if the service order meets the set of predefined criteria, then determining, at the trap service order system, whether the dispatch is unnecessary; if the dispatch is unnecessary, then determining, at the trap service order system, whether the dispatch of the service technician associated with the dispatch order is scheduled to occur within a predetermined time period; and if the dispatch is scheduled to occur within the predetermined time period, then placing the dispatch order in the queue on hold.

Storch does not to teach, suggest, or describe a method for eliminating an unnecessary dispatch of a service technician as recited in claim 30. On the contrary, Storch describes an integrated method for processing a service request for installation, maintenance, or repair by generating a service order; assigning an available due date and appointment time for installation of the service; and sending a Tier 1 distribution of a service order to a WFA/DO system, which assigns a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required based upon the class of service. After needed facility assignments are assigned, Storch describes sending the service order back to the WFA/DO system during a Tier 2 distribution, which examines the service order and determines a final time estimate for work to be performed by a technician to activate the requested service. Storch describes that a final time estimate greater than zero indicates that dispatch of an outside technician is needed to complete the service request. A final time estimate that equals zero indicates that no field work is needed to be performed by the outside technician. After a final time estimate is assigned, Storch describes sending the final time estimate to a DUDAS system. When the DUDAS receives information indicating the final time estimate for the service order, Storch describes sending a notification to a SORD system indicating the availability of appointments, which is passed to a computer order entry system where an order taker person is able to schedule appointments for open dates and times. If a change in the due

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date and time occurs, Storch describes replacing the previous information with the new information.

This is not analogous to the method recited by claim 30 because Storch fails to teach, suggest, or describe determining whether the dispatch of an outside technician associated with an assigned due date and appointment time is scheduled to occur within a predetermined time period, and if the dispatch of the outside technician is scheduled to occur within the predetermined time period, then placing the dispatch on hold. Instead, Storch describes if, after a final time estimate is assigned during Tier 2 distribution, a deviation or change occurs in the due date and time, then replacing all of the previous information with the new information, without suggesting determining whether the dispatch of the outside technician associated with the changed due date and time is scheduled to occur within a predetermined time period, and if so, then placing the dispatch on hold.

Moreover, Storch fails to teach, suggest, or describe that if the final time estimate determined during Tier 2 distribution is equal to zero, indicating no field work is needed to be performed by the outside technician, then determining whether the dispatch of the outside technician associated with the assigned due date and appointment time is scheduled to occur within a predetermined time period, and if so, then placing the dispatch on hold. Instead, Storch describes if, after a final time estimate is assigned during Tier 2 distribution, a deviation or change occurs in the due date and time, then replacing all of the changed information with the new information, without suggesting determining whether the dispatch of the outside technician associated with the changed due date and time is scheduled to occur within a predetermined time period, and if so, then placing the dispatch on hold.

For at least the reasons given above, claim 30 is allowable over Storch. Accordingly, withdrawal of this rejection is respectfully requested.

E. Claim 31 is allowable.

As amended, claim 31 recites that a system for eliminating unnecessary dispatches comprises a work management center operative to if the service order requires a dispatch of a service technician, then generate a dispatch order for the dispatch and

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place the dispatch order in a queue for execution; and the trap service order system operative to after the work management center places the dispatch order in the queue for execution, determine whether the service order requires a dispatch of a service technician; if the service order requires the dispatch of a service technician, then compare a service order type and information in a selected field of the service order with a set of predefined criteria that indicates the service order is likely to cause an unnecessary dispatch; if the service order type and information in the selected field of the service order meet the set of predefined criteria, then further examine the service order to determine whether the dispatch is unnecessary; if the dispatch is unnecessary, then determine whether the dispatch of a service technician associated with the dispatch order in the queue is scheduled to occur within a predetermined time period; and if the dispatch is scheduled to occur within the predetermined time period, then communicate with the work management center to place the dispatch order on hold.

Storch does not teach, suggest, or describe a system for eliminating unnecessary dispatches as recited by claim 31. In contrast, Storch describes a system for processing a service order including a WFA/DO system, a DUDAS, a SORD system, and a computer order entry system. Storch describes that the computer order entry system generates a service order and assigns an available due date and appointment time for installation of the service. During a Tier 1 distribution of the service order, Storch describes that the WFA/DO system assigns the service order a preliminary factor price indicating an estimated time to complete the order if technician dispatch is required, and during a Tier 2 distribution, the WFA/DO system is again sent the service order to determine a final time estimate for work to be performed by a technician to activate the requested service. After a final time estimate is assigned, Storch describes that the WFA/DO system is triggered to send the final time estimate to the DUDAS, which then sends notification to the SORD system indicating availability of appointments. Storch describes that the SORD system passes the information to a computer order entry system where an order taker person is able to schedule an appointment. The DUDAS determines if the previous due date and time has changed, and if so, the DUDAS replaces all of the previous information with the new information.

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This is not analogous to the system recited by claim 31 because Storch fails to teach, suggest, or describe that the DUDAS determines whether the dispatch of an outside technician associated with an assigned due date and appointment time is scheduled to occur within a predetermined time period; and if the dispatch of the outside technician is scheduled to occur within the predetermined time period, then the DUDAS places the dispatch on hold. Instead, Storch describes if, after a final time estimate is assigned during Tier 2 distribution, a deviation or change occurs in the due date and time, then the DUDAS replaces all of the previous information with the new information, without suggesting that the DUDAS determines whether the dispatch of the outside technician associated with the changed due date and time is scheduled to occur within a predetermined time period, and if so, then the DUDAS places the dispatch on hold.

Moreover, Storch fails to teach, suggest, or describe that if the final time estimate determined during Tier 2 distribution is equal to zero, indicating no field work is needed to be performed by the outside technician, then the DUDAS determines whether the dispatch of the outside technician associated with the assigned due date and appointment time is scheduled to occur within a predetermined time period, and if so, then the DUDAS places the dispatch on hold. Instead, Storch describes if, after a final time estimate is assigned during Tier 2 distribution, a deviation or change occurs in the due date and time, then the DUDAS replaces all of the changed information with the new information, without suggesting that the DUDAS determines whether the dispatch of the outside technician associated with the changed due date and time is scheduled to occur within a predetermined time period, and if so, then the DUDAS places the dispatch on hold.

For at least the reasons given above, claim 31 is allowable over Storch. Accordingly, withdrawal of this rejection is respectfully requested.

II. Claim Rejections Under 35 U.S.C. 103(a)

Claims 3-4 and 9 are rejected under 35 U.S.C. 103(a) as being unpatentable over Storch. This rejection is respectfully traversed.

For at least the reasons stated above, claim 1 is allowable over Storch. Since claims 3-4 and 9 depend from claim 1 and recite additional features, Applicants

respectfully submit that Storch does not make obvious Applicants' claimed invention as embodied in claims 3-4 and 9 for at least these reasons. Accordingly, withdrawal of this rejection is respectfully requested.
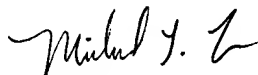
CONCLUSION

For at least these reasons, Applicants assert that the pending claims 1-7, 9-11, 13-25, and 27-31 are in condition for allowance. Applicants further assert that this response addresses each and every point of the final Office Action, and respectfully requests that the Examiner pass this application with claims 1-7, 9-11, 13-25, and 27-31 to allowance. Should the Examiner have any questions, please contact Applicants' undersigned attorney at 404.954.5042.

Respectfully submitted,

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